

Bangor Savings Bank[®]

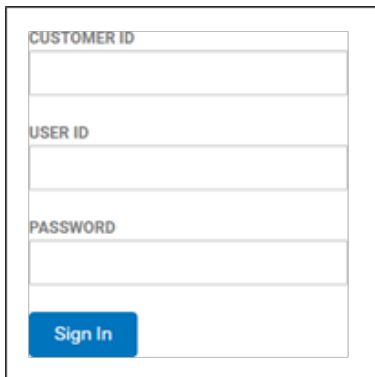
Treasury and Payment Services

Quick Reference Guide - Login

NEW USER

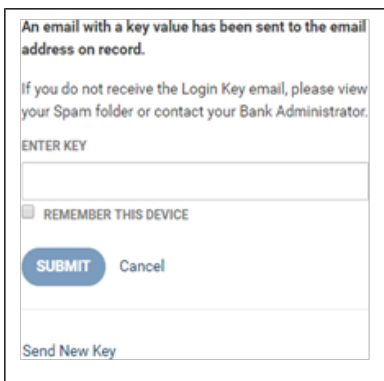
When you have permissions to view any bank deposit accounts – such as checking and savings accounts, a Smart Chart widget is pre-selected for you. It offers a quick visual of key data regarding your deposit account information.

On the login screen enter required information accordingly:



A login form with three input fields and a button. The first field is labeled 'CUSTOMER ID', the second 'USER ID', and the third 'PASSWORD'. Below the fields is a blue button labeled 'Sign In'.

For enhanced security, you will next be asked to retrieve a Login Key sent to your email address on file. There is also the option to request a New Key to be sent if necessary.



A form for key retrieval. It contains the following text: 'An email with a key value has been sent to the email address on record. If you do not receive the Login Key email, please view your Spam folder or contact your Bank Administrator.' Below this is an 'ENTER KEY' input field, a checkbox labeled 'REMEMBER THIS DEVICE', a blue 'SUBMIT' button, and a 'Cancel' link. At the bottom is a 'Send New Key' link.

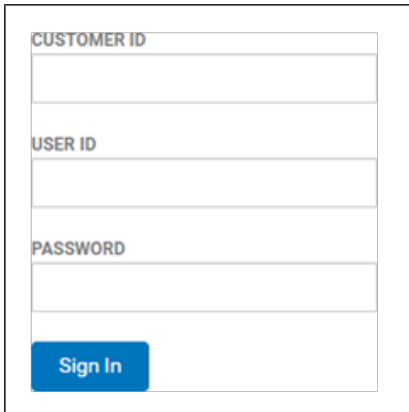
SET UP YOUR SECURITY PROFILE INFORMATION:

1. Security Questions (for a forgotten password)
2. Security Contact Information for login passcode delivery.
3. In addition to the contact method of email (for future security validation), you can set up additional contact methods – text message and indicate which is the preferred default method.
4. Set a new password as the temporary password is no longer valid

You are now logged in and Home page displays.

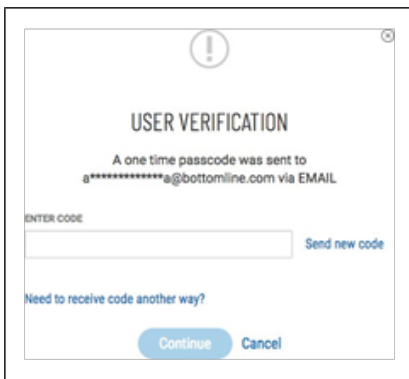
RETURNING USER

Enter your Customer ID, User ID and Password:



A sign-in form with three input fields labeled 'CUSTOMER ID', 'USER ID', and 'PASSWORD'. Below the fields is a blue 'Sign In' button.

Depending your financial institution's requirement, you may also need to retrieve a One Time Passcode:



A user verification screen with a warning icon at the top. The title is 'USER VERIFICATION'. Below the title, it says 'A one time passcode was sent to g*****a@bottomline.com via EMAIL'. There is an input field labeled 'ENTER CODE' and a 'Send new code' link. At the bottom, it asks 'Need to receive code another way?' with 'Continue' and 'Cancel' buttons.

You are now logged in and Home page displays.

FORGOT PASSWORD SELF HELP

In the event that you cannot remember your password, fill in your Customer ID and User ID then click on the Forgot Password link in the Sign In box. You will be asked to provide correct answers to previously established Security Questions. A temporary password will then be sent to your email address on file. You will be prompted to set a new password immediately after log-in. This temporary password must be used same day.